Memorandum

Date: May 24, 2010

To: All Support Coordinators

From: Alan Ormsby, J.D.,
Director, Division of Services for People with Disabilities

Re: Critical Incident Reporting

The purpose of this memo is to give some guidance regarding Incident Reports.

There have been some questions concerning reporting and documentation regarding incidents. These questions coupled with oversight from the Division and feedback from the Department of Health indicate some guidance would be a benefit in assuring the health and safety of the people we support.

Critical Incidents need to be reported to the Division Administrative Program Manager (APM) by Support Coordinators as outlined in the Support Coordination Standards B.11. One of the Waiver Managers will forward this information to the Department of Health and follow-up with the Support Coordinator as necessary.

In addition to reporting the information to the Division, assure that you follow-up on the resolution of the incident, and provide documentation. This would include documenting:
- Information received
- Conversations with provider direct care staff and administration regarding resolving the incident and preventing a recurrence, including steps taken to remediate the incident
- Face to face visits, specifically assessing the current status of the person related to the incident
- Reporting to APS, CPS and law enforcement as required by the incident

Things to consider in a face-to-face visit following an incident include, but are not limited to:
- The observable health and safety of the person,
- If staffing is adequate, and
- If any changes have been made, or follow-up has occurred as determined by the incident.

Observations from face to face visits, along with any interventions or follow-up activities, should be documented in the Activity Log.

Our Mission is to Promote Opportunities and Provide Supports for Persons with Disabilities to Lead Self-Determined Lives.

195 North 1950 West, • Salt Lake City, Utah 84116 • telephone (801) 538-4200 • fax (801) 538-4279 • www.utah.gov